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DEPARTMENT OF INSURANCE CONSUMER PROTECTION HOTLINE HOURS EXTENDED

FRANKFORT, Ky. – Beginning today, the Kentucky Department of Insurance's Consumer Protection and Education Division is extending its hours of operation to help consumers with insurance issues.

Consumers with questions or complaints related to insurance will be able to receive an immediate response from a representative of the department, weekdays between 8:00 a.m. and 5:30 p.m. EST, on the toll-free consumer hotline.

The extended hours are to accommodate Kentuckians living or working in the Central Standard Time zone (CST).

Since establishment of the hotline and consumer protection division in 1998, more than 2,000 people a month have called for help. The enforcement section of this division serves as the primary contact for consumer inquiries and formal complaints.

For further information about the Consumer Protection and Education Division, contact the Kentucky Department of Insurance at 800-595-6053 or visit our web site at insurance.ky.gov.